

**Kansas Department for Children and Families (DCF)**

**Prevention and Protection Services (PPS)**

**Case Review**

**Request for Information   
(RFI)**

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Table of Contents

[Executive Summary 3](#_Toc465781929)

[Case Review System Background 3](#_Toc465781930)

[Case Review Process 3](#_Toc465781931)

[Statement of Need 5](#_Toc465781932)

[Request for Information (RFI) Overview 6](#_Toc465781933)

[Introduction 6](#_Toc465781934)

[RFI Process 6](#_Toc465781935)

[RFI Coordinator 7](#_Toc465781936)

[RFI Schedule 7](#_Toc465781937)

[Liabilities of Agency 7](#_Toc465781938)

[RFI Ownership & Confidentiality 7](#_Toc465781939)

[Qualifications 8](#_Toc465781940)

[Appendixes 9](#_Toc465781941)

[Appendix A - Business Process Workflow 9](#_Toc465781942)

[Appendix B - High level Business Requirements 9](#_Toc465781943)

[Appendix C - Glossary 9](#_Toc465781944)

# **Executive Summary**

The Kansas Department for Children and Families (DCF) serves children and families by providing services in offices and at access points located throughout the state. DCF is comprised of Economic and Employment Services (EES), Prevention and Protection Services (PPS), Rehabilitation Services (RS), Child Support Services (CSS) and Faith-based and Community Initiatives (FBCI). Services are provided directly by the agency or through contracted providers and/or community partnerships. Work encompasses services to children, to families with children, and to vulnerable adults or adults who have special needs. The overarching emphasis is to secure a safe, permanent and self-reliant environment for the individuals and families who are the agencies clients.

DCF’s Prevention and Protection Services (PPS) is responsible for administering the following child and families welfare programs for the State of Kansas:

* Child protection services (CPS) programs review child abuse and/or neglect investigations, assessments of non-abuse/neglect situations, and make recommendations for family services.
* Child and Family preservation services, family services, reintegration services, foster care services and adoption services are provided through state contractors.
* Independent Living (IL) Programs are Kansas Chafee Foster Care Independence Program (CFCIP) purpose is to assist youth who have experienced out-of-home (OOH) placement in foster care, the transition to adulthood often occurs without the support of family or identified resources in transitioning adulthood.
* Adult protective services (APS) program helps those adults who need assistance in dealing with abusive, neglectful or exploitive situations, whom reside; in the community or in facilities licensed or certified by the DCF.

## Case Review System Background

DCF PPS staff developed and implemented an integrated strategy of performance improvement / quality assurance to monitor system performance and follow-up on areas needing improvement, as well as, identifying those elements leading to best practices and program improvement. The Case Review System (CRS) is the agency’s system for tracking and reporting on these performance improvement activities. In addition to monitoring staff policy compliance, training needs, and practice issues, CRS is also utilized to prepare for and/or comply with two federal audits.

Terminology pertaining to this RFI as well as to the PPS Case Review process in general is defined in the [Appendix C - Glossary](#_Appendix_C_-).

## Case Review Process

DCF PPS is managed statewide from the administration office located in the state capitol in Topeka. The state is divided into four regions, Kansas City, East, Wichita and West. PPS conducts case read reviews for a number of programs. PPS Case Reviewers use case instruments to measure a sample of PPS program cases within each of the DCF regions, as shown in Figure 1 below.

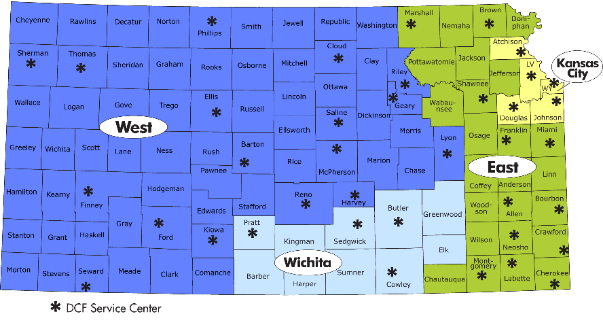


Figure 1 Kansas Regional Map

Case Reviewers are made up of specific PPS Regional Performance Improvement (PI) staff. PPS PI case reviewer staff are experienced in the programs’ processes under review and have no direct responsibility for the programs, processes, cases or staff under review. Three case review instruments (OOH, FP, and FS) are based on Federal Children and Family Services Review (CFSR) expectations and compliance. Other PPS programs case review instruments are related to services, procedures and practices specifics which were developed and monitored by DCF Administration.

PPS generates case samples for each program, using stratification and randomization techniques which take into consideration:

* DCF Region population
* DCF caseload activity during specified timeframe - called Period Under Review (PUR)
* Target case review sample size

To enable comparison of case review data across Regions and on a statewide basis over time, Kansas employs a standardized approach to data gathering and reporting. Case review instruments are standardized for use across the agency and a consistent data entry process is employed using a Case Review Systems (CRS).

The data collected is an integral part of PPS’ Performance Improvement process and serves multiple purposes. The data can be utilized to provide detailed information to supervisors and staff for training purposes on a micro level. The reports can also be useful to define statewide trends over time or patterns that could lead to improvement projects, monitoring, and/or policy clarifications.

| **Acronym** | **Program Name** | **Case Review Instrument Name** | **Case Review Name(s)** |
| --- | --- | --- | --- |
| **I&A** | Child Protection Services | Intake and Assessment | I&A – in Abuse Neglect  I&A – in FINA  I&A – out |
| **APS** | Adult Protective Services | APS | APS – Self Neglect  APS- Non Self Neglect  APS- Not Assigned |
| **FP** | Family Preservation Services | In Home (IH FP) | OSRI- IH-FP |
| **FS** | Family Services | In Home (IH FS) | OSRI- IH-FS |
| **OOH** | Out of Home Services | OOH | OSRI- OOH  AFCARS |
| **Adopt Assist** | Adoption Assistance | Adopt Assistance | ADPTAsst-APA  ADPTAsst-18’s |
| **IV-E** | IV-E Federal Eligibility | IV-E | Initial Eligibility-v3 |
| **IL** | Independent Living | ILTool1  IL Tool2 | ILPull1  ILPull2 |

## Statement of Need

***The DCF PPS division*** is seeking a web-based solution to replace it’s current Case Review System (CRS). The current CRS systems are constructured within a series of MS Access databases while PPS Data Unit staff exercise extensive manual processes in order to combine, stratify, and distribute the case review samples statewide. In addition, the user interface is not web-based, which restricts staff access in remote areas and complicates PPS staffs preparation before federal and state mandated reporting can be made available. DCF PPS is issuing this RFI to investigate viable alternatives to the current CRS system. The preferred solution will include features and capabilities listed here:

* Provide a web-based user interface to support PPS staff Case Review activity
* Capability to generate a pool of case information from multiple data sources based on selection criteria
* Ability to create samples from the above pool of cases using randomization and stratification
* Capability of automation/validation checks based on PPS business rules
* Ability to provide security based profiles based on job function and need
* Ablity to capture audit trail on all changes made in CRS
* Ability to have multiple search levels within CRS
* Ability to produce automated alerts, notifications, and share documents electronically
* Contain context and layout sensitive ”help” functionality
* Ability to maintain instrument tools (questionaires) used to perform case reviews
* Ability to create and distribute parameterized reports using the data collected from the finalized intrument tools
* Standard security requirements IRS1075 and Kansas CISO (Chief Information Security Office) and ITEC security polices and guidelines

Additional requirements are outlined in the following attachments:

[Appendix A - Business Process Workflow](#_Appendix_A_-)

[Appendix B - High level Business Requirements](#_Appendix_B_-)

# Request for Information (RFI) Overview

## Introduction

The State of Kansas DCF PPS is requesting information from interested and qualified vendors to use as a first step of moving from current system environment to a server-based platform. PPS is regarding their proposed services and methodologies.

PPS requests a non-binding rough order of magnitude estimate for the length and cost of the proposed services and of any licensing fees associated with the services proposed. DCF staff within various divisions intends to use the information from this RFI to educate themselves on the viable vendors and options available for a technology migration project to meet its stated goals.

## RFI Process

Refer to the following guidelines when responding to this RFI.

### RFI Response Guidelines

1. Company name

Company address

Contact person responsible for answering this RFI, Telephone number, and Email address

1. All articles requested to support the Statement of Need:
   1. an outline of estimated implementation time and costs,
   2. technology platform(s) needed to implement the solution,
      1. What are the minimum requirements needed?
      2. What are the recommended requirements?
      3. What are the requirements for future scaling?
      4. What are the client capabilities and requirements?
      5. What are all the platform and reporting software and hardware required to utilize the proposed solution?
      6. Are there DBMS requirements?
      7. What types of user interfaces are available?
      8. Are there hosted and/or application service provider options available?
      9. Is there anything that would require an additional or third party purchase to meet the requirements outlined in this RFI?
   3. What are your configuration needs?
   4. Training of the solution required for DCF staff,
      1. Do you offer formal user training?
      2. What types of courses do you run and what are their durations?
   5. Staffing requirements
      1. What are the staffing requirements for initial implementation – State staff, vendor, contractor, outsourcing?
      2. What are the staffing requirements for ongoing maintenance – State staff, vendor, contractor, outsourcing?
   6. Supported interoperability with other applications,
   7. Provide 3 to 5 references for recent customer installations including user contact information (Government clients are preferred.)
   8. A gap analysis of the high-level business requirements and vendor solution,
   9. Describe the technical and business system administration capabilities
2. What System Documentation is available? (e.g. manuals for users, trainers, system administrators, technical diagrams, interfact documentation/diagrams, database schemas)
3. What is the security method used for user authentication and authorization?
4. What is the expected product life cycle?
5. Attach any supporting documentation.
6. Is there any additional information you want to share?

Send the response and any supporting documentation to the RFI Coordinator.

Staff from DCF PPS will evaluate RFI responses.

## RFI Coordinator

Lori Glissman

## RFI Schedule

The timeline for this RFI is as follows:

|  |  |
| --- | --- |
| RFI release date | 11/17/2016 |
| Final date to submit questions | 12/16/2016 |
| Final date to submit RFI response | 12/30/2016 |

## Liabilities of Agency

This RFI is only a request for information about potential products / services and no contractual obligation on behalf of the Kansas Department for Children and Families whatsoever shall arise from the RFI process.

This RFI does not commit the Kansas Department for Children and Families to pay any cost incurred in the preparation or submission of any response to the RFI.

## RFI Ownership & Confidentiality

**RFI Ownership:** All responses to the RFI will become the property of the Kansas Department for Children and Families and will not be returned.

**Open Records Act**: Under the Kansas Open Records Act (reference K.S.A. 45-215) all materials received or created by DCF are considered ***public records***. These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other information submitted by a vendor to DCF.

The State of Kansas Open Records Act requires that public records must be promptly disclosed by DCF upon request unless those records are excluded in accordance with K.S.A. 45-221 (27) (Specifications for competitive bidding, until the specifications are officially approved by the agency).

### Exempt From Disclosure (Protected, Confidential, or Proprietary)

All information included in this RFI is confidential and only for the recipient knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party. If you believe any of the documents you are submitting to DCF as part of your informational material are exempt from disclosure due to patent or proprietary issues you can request that they not be released. To do so, identify which areas are confidential and the reason why.

Only the specific records or portions of records properly identified will be protected and withheld for notice. All other records will be considered fully disclosable upon request.

By submitting a response to this Request for Information, Respondent acknowledges this obligation; and also acknowledges that the State will have no obligation or liability to the proposer if the records are disclosed.

***If you have any questions about disclosure of the records you submit with your informational material, please contact the RFI Coordinator.***

## Qualifications

If a RFP is issued respondents must be a Registered Bidder with the State of Kansas Department of Administration. Find more information at <http://www.da.ks.gov/purch/> .

# Appendixes

## Appendix A - Business Process Workflow



## Appendix B - High level Business Requirements



## Appendix C - Glossary

